



**State of Rhode Island  
Department of Administration / Division of Purchases  
One Capitol Hill, Providence, Rhode Island 02908-5855  
Tel: (401) 574-8100 Fax: (401) 574-8387**

**September 4, 2013**

|                     |
|---------------------|
| <b>ADDENDUM # 2</b> |
|---------------------|

**RFP: 7490366**

**Title: Application Service Provider for the Rhode Island NEDSS Base System  
Services**

**Bid Closing Date & Time: Tuesday, September 17, 2013 @ 10:00 AM (ET)**

---

**Notice to Vendors:**

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.

NO FURTHER QUESTIONS WILL BE ANSWERED.

**David J. Francis  
Interdepartmental Project Manager**

*Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.*

**Vendor Questions for RFP #7490366 Application Service Provider for the Rhode Island NEDSS Base System Services**

Question 1: Page 4 of RFP #7490366 mentions, “An ASP model has been implemented in Rhode Island and is a successful method for providing technical hardware and software support to HEALTH and the RI-NBS.” Assuming that the RI-NBS is currently hosted outside of HEALTH, is it desired as part of the RFP scope of work to move the current installation of RI-NBS to a new hosting facility or does HEALTH wish to maintain RI-NBS at its current hosting location? If the desire of HEALTH is to maintain RI-NBS at its current hosting location, is it possible to disclose the name of the organization currently providing the hosting services? This will ensure that any response will appropriately incorporate this intent and any necessary partnerships.

Answer to question 1:

The system is currently physically hosted outside of HEALTH. The intent of this RFP is for the winning vendor to provide the hosted environment and ASP support. The new vendor will work with the current vendor to migrate all data from the current location to the location where the new hosting will take place. The system is currently hosted by Computer Sciences Corporation (CSC).

Question 2: Must all HW and SW operations operate within the DC, or is Rhode Island open to a secure, externally-hosted, HHS-approved equivalent hosting solution? (Under Section 3: Scope of Work, Item 1: Maintain all hardware and software operations within a TIA-942 Tier 1 data center.)

Answer to question 2:

Rhode Island assumes that the question is referring to the day-to-day operations of HW and SW, with this assumption the proposed data center may be externally hosted provided it meets TIA-942 Tier 1, or equivalent requirements.

Question 3: Is Rhode Island open to HW that exceeds the minimum specifications indicated in the RFP. (Under Section 3: Scope of Work, Item 30: The HW Specifications mention specific configurations in the large table.)

Answer to question 3:

Yes, Rhode Island is open to HW that exceeds the minimum specifications displayed in the table within the RFP.

Question 4: Page 3: Would the customer accept a Labor Hour (LH) proposal for the Deliverables Based work, given the level of uncertainty that exists?

Answer to question 4:

Yes, a Labor hour proposal is acceptable for the deliverables based work within the RFP. However, estimates of the total hours per deliverable must also be submitted with the cost proposal.

Question 5: Page 5: Does the referenced data center have to reside in RI?

Answer to question 5:

No, the data center does not have to reside in RI.

Question 6: Does RI have some alternative standards to evaluate if the prime vendor proposes partnered cloud services in lieu of a dedicated data center(s)?

Answer to question 6:

No, cloud hosted and dedicated data centers will be evaluated by the same criteria.

Question 7: What is the current authentication mechanism used? Will distribution costs of the tokens be the responsibility of the vendor or RI, i.e. shipping costs?

Answer to question 7:

RSA tokens are currently used. All costs associated with procurement and distribution of tokens, or another proposed two-factor authentication method, are the responsibility of the vendor, and billable to the State (as a line item). Please include a proposed cost in the cost proposal.

Question 8: What are the current electronic interfaces or integrations? Can support for "yet to be created" interfaces be quoted on a per instance basis that would be exercised once the interface is enabled?

Answer to question 8:

Rhode Island currently supports inbound electronic laboratory reports for notifiable diseases via standard HL7 standard messages utilizing PHIN-MS as a transport mechanism. 3 laboratories are currently in production, 2 are in test. We anticipate an additional 8 ELR interfaces during the lifetime of this contract. Support may be quoted on a per instance basis that can be exercised once an interface is enabled, however the hourly rate and maximum hours expected need to be included in the proposal.

Question 9: Does the offsite storage need to reside in RI? Does RI have a standard for the secure offsite storage in terms like distance from origin, survivability ratings, ...?

Answer to question 9:

No, data storage does not need to be maintained in Rhode Island. Aside from the requirements set in the RFP, addendums, and this document, there are no standards for distance or survivability ratings. Data being transported and stored need to be secure as to ensure that all patient data is secure.

Question 10: Page 6: What personnel (role, quantity) will be provided training and with what frequency?

Answer to question 10:

It is anticipated no more than 3-4 individuals would require training. Frequency will be determined by changes in ASP hosting or processes. Training on the NBS is not included in this requirement unless there is a direct impact related to hosting.

Question 11: Is the 99.5 % SLT within the M-F, 8 am – 4:30 pm EST basis, or for a 24/7/365 day basis? That is, would a planned or unplanned outage outside of the M-F, 8 am-4:30 pm EST window count against the 99.5 %.

Answer to question 11:

The 99.5% SLT applies to any unplanned outages within or outside regular business hours. Rhode Island expects planned outages to occur outside of regular business hours (M-F, 8 am-4:30 pm EST window). Planned outages scheduled to occur during regular business hours require approval from the RI-NBS coordinator.

Question 12: System Configuration: Can SAIC correctly assume that these standards can be considered minimums to be met? Is there any restriction in the use of Virtual Machines (in lieu of physical servers)?

Answer to question 12:

All vendors should assume that all items defined in the SOW are the minimum requirements to be met. There are no restrictions on the use of virtual machines providing that they fall into the Scope of Work specified in Section 3. Also see Question 2 for further clarification.

Question 13: Page 8: For items 1 and 2 under Migration support for STD\*MIS 5.1...: Recent plans on STD\*MIS migration to NBS Rel 4.5 from the CDC indicate that the actual transition will be from STD\*MIS 5.2 to NBS 4.5. If this or similar change does occur, will alterations of this deliverable be handled as a change request or require a contract modification?

Answer to question 13:

Please re-review the addendum to the RFP that was released on August 20, 2013. At the time the RFP was published STD\*MIS 5.1 was the last anticipated release of STD\*MIS. A migration pathway between the NBS 4.5 and STD\*MIS 5.1 was to be created. Only very recently was the decision made to release a STD\*MIS 5.2 platform and utilize that for the migration and integration of STDs into the NBS. No substantive differences in the migration process are anticipated between the 5.1 and 5.2 releases, only that the functionality is released in a later version. The final SOW will be created around the most current information available and account for some variability (i.e. "balancing of data from the RI STD\*MIS 5.2 (or most current release) environment to the RI-NBS 4.5 test environment)

Question 14: Should the vendor quote provide supporting licensed software or can we assume that the CDC-provided licensed software will be made available to the vendor?

Answer to question 14:

Vendors should provide quotes for all software required for the NBS as they would be used in the event that CDC-provided licensed software is no longer available. Licenses currently issued to Rhode Island from the CDC would be migrated from the current vendor to the new vendor.

Question 15: Does the TIA-942 Tier 1 data center have to reside in Rhode Island?

Answer to question 15:

The data center does not have to reside in RI, it can be a physical location or a cloud-based solution, providing it meets the requirements specified under the Scope of Work (Section 3). Also see Question 2 for further clarification.

Question 16: Are there Rhode Island-specific privacy or security regulations that the provider will be required to conform to? If so, what are they?

Answer to question 16:

All vendors and third parties are expected to adhere to the Rhode Island Division of Information Technologies policies on data security, media handling, and access controls. These policies can be accessed at the following link: [www.operations.doit.ri.gov](http://www.operations.doit.ri.gov). These policies are currently being updated, and any updates will be made available via the link.

Question 17: Will the existing RSA Tokens be available to the successful provider or do we need to replace all of them?

Answer to question 17:

In order to maintain security the RSA tokens must be replaced. Currently there are 28 active users utilizing RSA tokens.

Question 18: Please confirm that resumes and diagrams are appendices outside the page limit.

Answer to question 18:

Resumes and diagrams are considered appendices and do not count against the page limit. All supporting documentation not strictly covered under Section 4 are considered appendices and do not count against the page limit; all appendices must be appropriately referenced in the technical proposal or they will not be taken into consideration.

Question 19: Please describe how CLAS standards are applicable to the government-provided NBS product, if applicable at all.

Answer to question 19:

All vendors should apply the CLAS standards to the extent possible.